
Subject: Vendor Related Complaints

Effective Date: October 1, 2006

Revised from:

Policy: The Kansas WIC program will maintain a system of accepting, documenting and investigating all complaints received against vendors.

Reference: 7 CFR § 246.8 and 246.12

Procedure:

1. The LA records all complaints received against vendors in the KWIC system. Complaints may be received from a WIC client/caregiver, WIC clinic staff, other vendors, or the public.
 - a. Information is entered into KWIC in the Vendor Complaint Recording application. Additional clarifying information may be included in the notes section of the Vendor application.
 - b. After a complaint is entered in KWIC, the follow up of the complaint will be documented in the Vendor Complaint Management application.
 - (1) After the complaint is followed up on, the LA staff member shall document follow up method on the Follow Up tab and any clarifying information in the Follow Up Notes tab in Vendor Complaint Management.
 - (2) The resolution of the complaint shall be documented in the Follow Up Notes tab.
2. The LA may contact the SA for assistance in handling complaints.